

December 12, 2019

Ohio Power Siting Board Docketing Division 180 East Broad Street, 11<sup>th</sup> Floor Columbus, Ohio 43215-3793

Attn: Grant Zeto

RE: Case Nos. 17-1152-EL-BGN and 18-1267-EL-BGA Hillcrest Solar I, LLC

Notice of Compliance with Certificate Condition #10 – At least 30 days before the preconstruction conference, Hillcrest shall provide Staff with a copy of the complaint resolution process to address potential public grievances resulting from facility construction and operation; the resolution process must describe how the public can contact Hillcrest and how Hillcrest would contact anyone issuing a complaint.

Dear Mr. Zeto;

Hillcrest Solar I, LLC ("Hillcrest Solar") is certified to construct a solar-powered electric generation facility in Brown County, Ohio in accordance with the orders issued by the Ohio Power Siting Board ("OPSB") in the above-referenced cases.

Attached please find copies of the updated complaint resolution process and the comments and complaints form that was accepted by OPSB on December 10, 2019 regarding compliance with Certificate Condition #10 of the Opinion, Order and Certificate issued on February 15, 2018 in Case No. 17-1152-EL-BGN.

We are available, at your convenience, to answer any questions you may have.

Sincerely

Julia Mancinelli, Senior Manager - Environment

Attachments: Updated Hillcrest Complaint Resolution Process & Form

Innergex Renewable Energy Inc.

# HILLCREST SOLAR PROJECT

# DIAGRAM OF COMPLAINT RESOLUTION PROCESS

to address potential public comments or grievances resulting from facility construction and operation and the resolution process for how the public can contact Hillcrest and how Hillcrest would contact anyone issuing a complaint

#### **Complaint Filed**

Individual submitting a comment or complaint related to the construction and/or operation phase.



#### **Receipt of Complaint**

Record made by the responsible party, either in person at project site office, by phone (604) 633-9990 ext. 2011 or by email Hillcrest\_Solar@innergex.com.



#### **Documentation**

Documentation of comment or complaint and confirmation of concern by the responsible party. Follow-up made with our construction or operations personnel.



#### **Feedback**

Reply and provide feedback to party filing the complaint. Written record of file and transfer of file to Hillcrest Community & Land team for tracking.



# Application of Mitigation Measures

Application of relevant corrective measures, if required.



## **How to File a Complaint**

Please submit either in person at project site office, by phone (604) 633-9990 ext. 2011 or by email Hillcrest\_Solar@innergex.com.

If the complainant is unsatisfied with the resolution of their complaint, they are encouraged to contact the OPSB at 866-270-6772 or contactopsb@puco.ohio.gov.



Follow-up of comments and update complaints summary registry.



#### **Public**

Compendium of comments and complaints available for consultation at construction site office and/or O&M building.



#### **Complaint Summary Report**

Complaint Summary Report shall be submitted to the Ohio Power Siting Board the fifteenth day of April, July, October and December of each year for the first five years of operation.





# COMMENTS AND COMPLAINTS FORM

	Date:
Name:	
Address:	
City:	
State:	Zip code:
Phone:	Email:
Comment or complaint received:  In person By phone	By email
<b>Nature and description of comme</b> (Description, circumstances, place ar	

SECTION FOR USE BY THE PARTY RESPONSIBLE FOR ADDRESSING COMMENTS AND COMPLAINTS

### Follow-up made

(Please describe the actions taken following receipt of the comment or complaint)

Mitigation measures (Please describe the mitigation measures or corrections taken/made, if required)
Feedback and information
For complaints, when and by what means was a response made to the party filing the complaint?
Additional information
Date completed on:
Responsible for comment and complaint follow-up

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**Commission of Ohio Docketing Information System on** 

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in

Case No(s). 17-1152-EL-BGN

Summary: Report Notice of Compliance with Certificate Condition 10 - Accepted Complaint Resolution Process and Form electronically filed by Ms. Julia M Mancinelli on behalf of Hillcrest Solar I, LLC